

Will the PC Submittal checklist template be made available in a separate attachment?

Answer: Yes; the Project Capability Plan template, including instructions, will be

Please clarify the following statement found on page 6, Section 8.1.D -- "The product developed by the Firm must have unlimited access to appropriate Oklahoma business organizations". This wording implies that the selected vendor would have an incredible amount of data or connections with any and all businesses, however, I believe the intended implication was that any and all businesses would have appropriate access to the application. Would you confirm this assumption?

Answer: Your assumption is correct; all qualifying businesses will need "appropriate" access to the application

Page 6, 8.1.G. The RFP makes reference to submission of a Project Capability Plan ("PC Plan"). Please clarify:

- a. Does this refer to the content of the bid packet, as described under 8.2?
- b. If the PC Plan IS synonymous with the scope of content described under 8.2, we would suggest that the six-page limitation (8.1.G.1) seems far too restrictive and prohibitive of a reasonable quality response. Are there any pages of the submission packet that would not be counted towards this total? If such page limitations are truly necessary, we would request that the State instead consider addressing such limitations to sections 8.2.G, 8.2.H.i, 8.2.H.v, 8.2.J and 8.2.M of the response, respectively. As a matter of common practice, an allowance of 60-100 pages (combined maximum) would seem like a far more suitable allocation for a description of a comprehensive technical solution and a corresponding methodology/approach.
- c. If the PC Plan IS NOT synonymous with the scope of content described under 8.2, we would request clarification on what the Plan should address/include, and how it is differentiated from materials that are provided in response to 8.2.G, 8.2.H.i, 8.2.H.v and 8.2.M.

Answer: the Project Capability Plan template, including instructions, will be uploaded with amendment at completion of WIKI Question period and responses posted.

Page 6, 8.1.G.2. The RFP indicates that it might be necessary to sanitize certain parts of the submission of "names, past projects, or information that is useful in identifying who your firm is." Please clarify the following:

- a. Is it the intention that evaluation should be able to proceed totally blindly, without evaluators knowing the identities of the offerors?
- b. Please clarify which specific portions of the response must abide by the sanitization guidelines. It should be noted that, at present, bidder identification seems to be mandatory for some parts of the response (ex. cover page, signed amendments, other bidder forms, content that is required for 8.2.M, etc.).

c. It is easy enough to google people's names online. Should resumes and bios be stripped of names?

d. It is furthermore noted that it might prove difficult to provide reference information without client names.

Answer: the Project Capability Plan template, including instructions, will be uploaded with amendment at completion of WIKI Question period and responses posted.

Page 6, 8.1.G.3. The RFP indicates that bidders should not "re-create the PC Submittal Templates (i.e. alter font size, add colors, add pictures, etc.)." Please clarify the intent of this guideline:

a. To what specific parts of the submission packet does the restriction apply?

b. Can we copy and paste material from the PDF? In doing so, this will almost certainly change fonts.

c. If the State would like submissions in a certain very specific format, can word versions of the materials be provided, so that bidders can simply populate information in the required places?

d. What sorts of changes ARE permissible? Examples: Can we insert text to the extent that it pushes template content across pages? Can we add our own headers and footers?

Answer: the Project Capability Plan template, including instructions, will be uploaded with amendment at completion of WIKI Question period and responses posted.

Page 6, 8.1.H. The Pricing template requests a "web page" implementation cost. We are curious why the term "web page" was used here. We are rather under the impression that the State is requesting implementation of a comprehensive database application. Is this project merely going to deliver a "Web page," or are we correct in our assessment that a full application is in order?

Answer: Your assumption that a full application is in line with Agency's expectations is correct. A publicly accessible "web page" will also be a necessary feature of the Bidder's proposed solution.

Page 7, 8.1.J. The instructions call for submission of audited financials. Our organization does not actually have audited financials. We would be able to provide balance sheets and profit/loss statements prepared by a CPA. We could also provide D&B reports and/or a Bank Reference. Please confirm that such materials will be suitable and sufficient for this section of the response. If applicable, specify exactly what materials may be provided as an alternative.

Answer: *In* regards to section 8.1.J. in Bidder Instructions; a "best attempt" to meet this requirement by company will be accepted by Agency.

Page 7, 8.1.K.ii. What is an EFI number? Is it definitely required for the submission? Is this something specific to the State of Oklahoma? We have never encountered this term. Where can information on this be obtained?

Answer: This is a typo. Agency is requesting Bidder's Federal Employer Identification (FEI) Number.

Page 11, 8.2.H.iii. Will Security Certification and Accreditation Assessment be required? Does it need to be completed for the proposed product by the time of bid submission?

Answer: An information technology Security Certification and Accreditation Assessment is required for this bid. Please follow the link provided in section 8.2.H.iii of the Bidder Instructions.

Page 11, 8.2.H.v. Is a Statement of Work required for the submission? If so, please confirm that this should be prepared by the offeror. We did not otherwise see a highly detailed SOW in the RFP that could be used as a basis for response.

Answer: No; a Statement of Work is not required by Bidder.

What is the budget for this project? (a range would be sufficient)

Answer: A budget has not been determined for this project.

We would like to get some general clarification on the context, nature and intent of this procurement, as follows:

- a. Is the State presently inclined more towards custom development, or towards configuration and implementation of a commercially available off-the-shelf (COTS) system?
- b. Has the State already explored whether any COTS products might be available that would meet the State's needs?
- c. Have any COTS products been previewed for this purpose? If so, which ones?
- d. Are there any known COTS products that might potentially meet the State's needs?
- e. Will any preference be given to COTS-based solutions?
- f. Is the State open to custom developed solutions at this time?
- g. Is there any preference for a custom developed solution?

Question: We would like to get some general clarification on the context, nature and intent of this procurement, as follows:

a. Is the State presently inclined more towards custom development, or towards configuration and implementation of a commercially available off-the-shelf (COTS) system?

Answer: The expectation is that Bidder translates Attachment A, Purpose, along with the requirements of the solicitation; combined with a familiarity of economic development and government contracting in order to propose the most optimal solution to Agency.

b. Has the State already explored whether any COTS products might be available that would meet the State's needs?

Answer: Yes; there are not currently any COTS products that meet Agency's expectations.

c. Have any COTS products been previewed for this purpose? If so, which ones?

Answer: There are not currently any COTS products that meet Agency's expectations.

d. Are there any known COTS products that might potentially meet the State's needs?

Answer: There are not currently any COTS products that meet Agency's expectations.

e. Will any preference be given to COTS-based solutions?

Answer: No.

f. Is the State open to custom developed solutions at this time?

Answer: Yes; it is anticipated that a custom developed product will be necessary to fit the expectations of Agency.

g. Is there any preference for a custom developed solution?

Answer: No.

If the State is expecting for this to be a custom software development project, are there any preferences that bidders should take into consideration with regard to technical stack? (Java, PHP, .net, Microsoft, Oracle, etc.)

Answer: The Agency has no preference regarding the technical stack proposed by Bidder.

Are there any specific timeline requirements that bidders should factor into their proposed approaches? Examples. Specific milestone delivery deadlines subsequent to award, or expectations for live implementation NLT a certain date.

Answer: The expectation is that Bidder will produce a fully-functioning application, prepared to begin Vendor on-boarding within 30-60 days of contract execution.

Please provide a more clear and detailed breakout of the anticipated user roles and their respective system use cases.

- a. State Administrators
- b. Manufacturers
- c. Service Providers
- d. Department of Defense
- e. Other

(i.e., how will each of the above roles be using the system, and are there any others we should know about?)

Answer: It is Agency's expectation that the system will provide a match-making platform to promote an increase in commerce for Oklahoma manufacturers and service providers.

Which State Departments and Agencies will require access to system data? For what purposes?

Answer: Please refer to Attachment A, Purpose; to understand what state agencies accessing the system expect to use it for.

For what purposes will the Department of Defense be using the system?

Answer: The expectation is that the DOD will utilize this system to conduct Vendor Discovery for Federal contracting.

Relative to the apparent requirements pertaining to business/manufacturer/provider search, browsing and discovery, please clarify the following:

- a. What types of searching would the solution need to accommodate?
- b. What specific filtering parameters would be of foremost interest?
- c. Describe any further pertinent thoughts that should be taken into consideration regarding the ideal browsing/discovery experience.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to search and filtering features

Regarding the reporting capabilities of the system, please respond to each of the following:

a. What sorts of reports would the system need to be able to generate? Please provide a sense of the anticipated scope of information that will need to be handled and/or visualized.

b. If available, please provide sample copies of any representative report formats that the State might want to generate through the system.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to report generation.

Please describe the scope of market research that the system will need to accommodate.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to market research.

What sort of supply chain analysis and tracking will the system need to enable? Please clarify the required functionality in this regard.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to supply chain analysis and tracking.

What is the scope of data that vendors will be expected to input and manage within the system?

Answer: The expectation is that all relevant Vendor information; including, but not limited to, business certifications, licenses, NAICS, location, contact information, etc. will need to be input and managed by Vendor to best and most accurately market their unique company profile.

Describe (bulleted list) any interactions/integrations the site will need to have with other infrastructure. (ALSO SEE NEXT QUESTION, WHICH IS A FOLLOWUP)

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the

Bidder's proposed solution will demonstrate this understanding in regards to interactions and integration.

For EACH item listed in response to the previous question (about integrations), please answer the following

- a. Please identify any off-the-shelf branded product that constitutes the underlying foundation of the targeted system(s).
- b. Please specify the scope of integration that must be accomplished.
- c. Exactly what is the relevant scope of functionality that will need to be provided by the solution that is delivered by the vendor?
- d. Does the targeted system(s) already publish an API that can be accessed by the vendor's solution?
- e. If the targeted system(s) does not already publish an appropriate API, will creation of an appropriate API be the responsibility of the contractor?
- f. Please describe the solution functionality, from the typical end user's perspective, that warrants the need for this integration.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to interactions and integration.

The RFP specifically makes reference to integration of "Artificial Intelligence and Machine Learning." Please provide some further information on how the State is presently envisioning that such technologies might be used. What are some plausible examples of the use cases that the State currently has in mind?

Answer: Agency envisions AI/ML being applied to unstructured data to learn and provide usable data analytics and to uncover patterns, relationships and anomalies related to the regional manufacturing base and supporting ecosystem.

What databases will need to be consolidated? Can the State provide a sense of the relevant data schemes (number of tables, field lists, etc.)? Is the intent to replace the existing databases, or merely consume data from them?

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder will identify and consolidate relevant and appropriate databases in their proposed solution.

The RFP indicates that the solution will need to enable vendors to “manage how their information is presented.” Does this just mean “access and edit their own information?” Or is something else intended by this requirement? Please clarify.

Answer: Correct; the expectation is that Vendors will be able to access and edit their information as necessary.

Please specify any particular business cataloguing/classification schemes that would be relevant and of interest for the purpose of data capture, searching and reporting (ex. NAICS, federal PSC codes, etc.) If any of these are not universally recognized (ex. an internal classification scheme), please provide pertinent explanation.

Answer: The expectation is that all relevant Vendor information used in Vendor Discovery and other contracting vehicles will be necessary; including, but not limited to, NAICS, business certifications, SAMS, DUNS, capabilities, etc.

Please identify any location-oriented data schemes that would be relevant and of interest for the purpose of data capture, searching and reporting (ex. address, city, county, zip code, region, etc.) If any of these are not universally recognized (ex. an internal region scheme), please provide pertinent explanation.

Answer: Agency anticipates that all location-oriented data schemes listed in this question as an example will be necessary; with the possibility that others not identified may benefit the value of the product.

Please clarify the scope of the report building functionality that will need to be enabled. Is the expectation merely that users will be able to select a filter values from a static set of dashboard options, or will something more sophisticated and complex be required?

Answer: It is the Agency’s expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder’s proposed solution will demonstrate this understanding in regards report building functionality.

Insofar as businesses/manufacturers/providers will need to access the system directly, please clarify the functional expectations surrounding company data administration. What roles and permissions might need to be accommodated from the company perspective?

Answer: The expectation is that Vendors will access and edit their information as necessary to most optimally market their unique business profile on the system.

Please describe any expectations pertaining to business/manufacturer/provider access.

a. Single Sign On (if so, explain context, specify technical platform, and identify other systems that will share the credentials)

b. Number of users per company

Answer: The expectation is that a “master business account” will be created to represent the business as a whole and give the creator of this account access edit the company’s unique profile. Following the creation of the “master” account, that user will be allowed to set permissions for other users under the same company profile regarding the access and manipulation of the “master” profile information.

Will this system need to be accessible to all members of the public? If so, please explain the scope of functionality that will need to be supported for general citizen end users.

Answer: The expectation is that the client-facing web-page will include publicly accessible features so that individuals that are not qualified to access the system through a registered business and whom are interested in locating particular companies with specific capabilities can do so.

Please describe the scope of desired engagement functionality in more detail. The RFP specifically makes reference to messaging and notes. From whom? To Whom? For what purpose?

Answer: The expectation is that users will be able to interact with each other in ways similar to a social media network with the overarching goal of bolstering intra-state supply chain utilization and cultivation of new B2B relationships.

Relative to requirements for multi-lingual operation:

- a. Will the system need to support multilingual operation? If so, in what languages?
- b. Please confirm that the selected vendor will NOT be responsible for content translation.
- c. For what specific system roles will multilingual presentation need to be accommodated?

Answer: all functionality is not an initial requirement but may add value to the overall product concept

In what ways will the system be different from, or related to, the business-tracking infrastructure that is presently being maintained by the Secretary of State? Is there an overlap?

Answer: The system Agency wishes to procure by way of this solicitation aims to serve as a proactive tool for Oklahoma economic development.

Will the system need to support (please indicate yes/no for each item):

- a. Newsletters

b. GIS

c. Event Management / Registration

d. Calendars

e. Live Chat

f. Chatbot

g. Surveys

h. Ecommerce or other manner of product/resource ordering and distribution management

i. Multi-channel engagement (SMS, Email, etc.)

j. Procurement management (RFP publication, bid management, etc.)

k. Document and Form Archival

a. Newsletters

Answer: Possibly

b. GIS

Answer: Yes

c. Event Management / Registration

Answer: Possibly

d. Calendars

Answer: Possibly

e. Live Chat

Answer: Unlikely

f. Chatbot

Answer: Unlikely

g. Surveys

Answer: Possibly

h. Ecommerce or other manner of product/resource ordering and distribution management

Answer: Possibly

i. Multi-channel engagement (SMS, Email, etc.)

Answer: Yes

j. Procurement management (RFP publication, bid management, etc.)

Answer: Possibly

k. Document and Form Archival

Answer: Possibly

To what extent will the system need to manage publication of “evergreen” content for users? (news and updates to the general community)

Answer: While not necessary initially; the available feature for Agency to distribute “evergreen” content to registered users may benefit the value of the product.

Will the system need to manage any data submission workflows? If so, please enumerate and describe these workflows. (What users will be involved? What operations will need to be accomplished by each involved role?)

Answer: It is the Agency’s expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder’s proposed solution will include and utilize appropriate workflows accordingly.

What is the scope of data that will need to be migrated into the system?

Answer: It is the Agency’s expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder’s proposed solution will include relevant and appropriate data.

How will baseline data be captured? Will ODOC provide information to import? Or is the expectation that that a baseline dataset will be “discovered” by the vendor from sources outside of ODOC? Are there any specific external data sources that the State would like to capture, or draw from, in this regard?

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will include relevant and appropriate data.

What is the scope of data that the State would like to capture through the system? (Just vendors who are presently operating in the State, with physical locations/offices in the State? Or all organizations doing business with customers in the State? Or all prospective offerors to State-based customers, regardless of present location or previous customer history?)

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will include relevant and appropriate data.

Please confirm that the system will not need to handle any PII. If PII will need to be handled, please clarify the scope of relevant data.

Answer: The expectation is that each unique business will have multiple users registered to them and that individual accounts may require the handling of PII.

The RFP refers to the concept that the selected vendor will need to "expand product features and functionality over time." This is an indeterminate and unknowable requirement. However, the proposed pricing seems to be based on a fixed price model. Please confirm that it will be sufficient to provide an hourly rate to accommodate this requirement, or otherwise provide a more specific sense of the scope of enhancement that may be required annually, so that reasonable estimation can be accomplished.

Answer: Agency wishes to have an ongoing, collaborative relationship with the Awardee of this solicitation regarding future developments of currently unidentifiable features, modifications and updates. It is requested that Bidder propose pricing in the format suggested in section 8.1.H.

Should hosting costs be included in proposed pricing? Or would hosting costs be borne separately by the State?

Answer: It is Agency's expectation that Bidder's proposed price will include all Bidder costs.

Would the State consider conducting a pre-bid conference to allow for some back-and-forth discussion about the prospective solution? Given the limited scope of solution detail that was provided with the RFP, we believe such a session would potentially be very productive, and helpful in assuring that the State receives appropriate responses.

Answer: Between the solicitation package and answers provided to questions; Agency believes Bidders have adequate information to generate satisfactory proposals.

Would the State consider allowing for an additional round of followup questions based on responses to these questions?

Answer: The Agency is under a strict timeline regarding the procurement of this solution and cannot extend the question period.

If possible, please allow bidders at least 10 business days to prepare and submit proposals subsequent to Q&A being published.

Answer: The Agency is under a strict timeline regarding the procurement of this solution and cannot extend the response due date.

1) Since the detailed requirements of the project are not given in the Bid Instructions document, are we expected to quote the unit cost for the different resources in the bid response?

2) Are you open to using open source stack for the project?

3) Do you have a preferred programming language we should use for this project?

4) Does the site/product needs to be accessible from any device - PC, Smart Phone, Tablet etc.?

5) Any specific database engine that has to be used in the backend?

6) For connectivity to other systems / applications / sites, will there be a uniform standard eg: JSON / Web Service or will it be different on a case-by-case basis?

7) What is the ideal time-frame to launch the product?

8) Will this application be accessible to the public or is it strictly for internal use and for registered/qualified users?

9) What level of granularity do you need for the security model of the application?

Module level? Screen Level? Field Level?

10) Do you envision the vendor on-boarding as a multi-step process? Will the vendors need to upload any type of certifications to qualify?

11) Has the budget or budget range been determined for this project?

12) Will the application aim to solve any of the current business challenges that the state is facing?

13) How many vendors / users do you envision will be accessing the application once it has been built?

14) In the PC plan checklist, item #2 states - *‘Verified PC Submittal does NOT contain any names, past projects, or information that is useful in identifying who your firm is/ - what does this mean? Could you clarify the entire PC plan checklist details?*

1) Since the detailed requirements of the project are not given in the Bid Instructions document, are we expected to quote the unit cost for the different resources in the bid response?

Answer: Please refer to the Bidder instructions, Section 8.1

2) Are you open to using open source stack for the project?

Answer: No

3) Do you have a preferred programming language we should use for this project?

Answer No

4) Does the site/product needs to be accessible from any device - PC, Smart Phone, Tablet etc.?

Answer Yes

5) Any specific database engine that has to be used in the back end?

Answer No

6) For connectivity to other systems / applications / sites, will there be a uniform standard eg: JSON / Web Service or will it be different on a case-by-case basis?

Answer: The expectation is that Bidder will propose the most optimal solution in terms of connectivity between devices.

7) What is the ideal time-frame to launch the product?

Answer: The expectation is that Bidder will produce a fully-functioning application and prepared to begin Vendor on-boarding within 30-60 days of contract execution.

8) Will this application be accessible to the public or is it strictly for internal use and for registered/qualified users?

Answer: Both; the intention of this application is to provide a client-facing, publicly accessible portal in conjunction with an internal use, private dashboard specifically designed for the use of the Oklahoma Department of Commerce and other state agencies.

9) What level of granularity do you need for the security model of the application?

Module level? Screen Level? Field Level?

Answer: The expectation is that Bidder will propose the most optimal and appropriate solution in terms of security

.

10) Do you envision the vendor on-boarding as a multi-step process? Will the vendors need to upload any type of certifications to qualify?

Answer: Vendor on-boarding should be as streamlined as possible while ensuring the collection of all relevant Vendor information; including, but not limited to, business certifications, licenses, etc.

11) Has the budget or budget range been determined for this project?

Answer: No

12) Will the application aim to solve any of the current business challenges that the state is facing?

Answer: Yes

13) How many vendors / users do you envision will be accessing the application once it has been built?

Answer: At least all the manufacturing and services providers in the state of Oklahoma.

14) In the PC plan checklist, item #2 states - *‘Verified PC Submittal does NOT contain any names, past projects, or information that is useful in identifying who your firm is/ - what does this mean? Could you clarify the entire PC plan checklist details?*

Answer: the Project Capability Plan template, including instructions, will be uploaded with amendment at completion of WIKI Question period and responses posted.

With respect to the desired solution's Web Service and API capabilities:

- a. Will any such capabilities need to be openly published for public use/consumption? If so, please clarify the scope of the relevant requirement(s).
- b. Will any such capabilities need to be enabled for internal/official use or consumption? If so, please clarify the scope of the relevant requirement(s).
- c. If possible, please provide some sense of the relevant data schemes that will need to be exposed by the APIs.

Answer: It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to Web Service and API capabilities.

2) Are you open to using open source stack for the project?

Answer: No

Additional question regarding #2,

2.1) Which is your preferred platform / software stack?

7) What is the ideal time-frame to launch the product?

Answer: The expectation is that Bidder will produce a fully-functioning application and prepared to begin Vendor on-boarding within 30-60 days of contract execution.

Additional questions regarding #7,

7.1) Is the State envisioning custom development, or configuration and implementation of a commercially available off-the-shelf (COTS) system?

7.2) From the listed requirements, we understand this as a full fledged web application with frontend screens and backend logic that will connect to a database, and can be accessed from any browser or devices. If that is the case, 30 - 60 days is not a realistic timeline for development. Is the state open to an expanded timeline if we have to develop a web application with all these complex requirements?

7.3) If #7.2 is not true, then is the envisioned web application the State is looking to build just a complex interactive website / webpage?

1. Which is your preferred platform / software stack?

Answer: Agency has no preferred platform or software stack for this application.

2. Is the State envisioning custom development, or configuration and implementation of a commercially available off-the-shelf (COTS) system?

Answer: Agency anticipates that a custom developed product will likely be necessary to fit the expectations of this application.

3. From the listed requirements, we understand this as a full-fledged web application with front end screens and back end logic that will connect to a database, and can be accessed from any browser or devices. If that is the case, 30 - 60 days is not a realistic timeline for development. Is the state open to an expanded timeline if we have to develop a web application with all these complex requirements?

Answer: Agency requests that Bidder propose the most competitive solution possible in terms of timeline, price, requirements, features, etc. If 30-60 days is not long enough for Bidder to produce an application that meets Agency's requirements and expectations; Bidder should propose their most competitive and realistic timeline necessary.

4. #7.2. is not true, then is the envisioned web application the State is looking to build just a complex interactive website / webpage?

Answer: Please review 8.1.D, 8.1.E, Attachment A – Purpose, and answers to questions to better understand Agency's expectations for this application.

Not sure if the period for questions is over but...

There have repeatedly been answers along the lines of: **"The expectation is that Bidder will produce a fully-functioning application and prepared to begin Vendor on-boarding within 30-60 days of contract execution."**

It very is unclear what this means. Is the state trying to say that development work will BEGIN within 30-60 days, or that a FINISHED solution (for a custom-built product) will be delivered within 30-60 days?

Answer: The expectation is that Bidder will have a fully-developed, fully-functioning, client-facing application, live and prepared to begin Vendor on-boarding within 30-60 days of contract execution.

Again, not sure if the period for questions is over but...

Please understand that minimal information was provided about the contract's scope.

We have tried to be diligent and helpful to the State by asking some smart questions. This did take some time and effort.

In response, there have been a number of answers along the lines of: "It is the Agency's expectation that Bidder has an understanding of economic development and government purchasing practices; therefore it is expected that the Bidder's proposed solution will demonstrate this understanding in regards to XXX."

This concerns us, because you seem to be requesting something very sophisticated when you ask for something like use of AI and machine learning to provide "data analytics to uncover patterns, relationships and anomalies related to the regional manufacturing base." This can mean a HUGE variety of things.

We don't want to waste your time with a non-responsive proposal. And the bottom line is that we submitted the specific questions that we did because answers to these specific questions would be very important in scoping a custom development solution for a fixed price.

We would request:

1. That the state review the answers again, where it was suggested that "Bidder's proposed solution will demonstrate this understanding in regards to XXX." Please make an effort to provide as much insight as possible into actual needs.
2. Relative to the unknowable additional scope that might be required for future development, to "expand product features," we would request that the state simply permit vendors to propose a fixed rate. If this cannot be permitted, then we would ask the State to specify the additional fixed items that it would like quoted.
3. We would urge the state to consider a bidder conference.
4. We would request that the State provides further clarity on tech stack expectation. When we asked our question about tech preferences, the State said "none." But a subsequent question was submitted about open source technologies (ex. Java, PHP) and the State said "no." We would

point out that .net even became Open Source in the past few years. The examples provided here are all best-in-class technologies for highly secure development.

5. Bids take time, and while we understand that the State does not wish to provide a precise budget range, the reticence to respond to certain questions gives us pause. We do want some assurance that the State's expectations are in line with the realities of what is being requested (from all appearances). Is the State prepared to bear costs upwards of \$300k for this project?

Please also note that it is unclear to us why the state is not offering answers to these reasonable questions of scope. If these requests cannot be accommodated on some level, we will likely not bid on this opportunity.

Relative to the unknowable additional scope that might be required for future development, to "expand product features," we would request that the state simply permit vendors to propose a fixed rate. If this cannot be permitted, then we would ask the State to specify the additional fixed items that it would like quoted.

Answer: Agency agrees to grant Bidders the option to deviate from the suggested pricing model in order to best illustrate Bidder's proposed price in terms of future product development and expanding product features; in this circumstance, a fixed rate price will be acceptable.

We would urge the state to consider a bidder conference.

Answer: Between the solicitation package and answers provided to questions; Agency believes Bidders have adequate information to generate satisfactory proposals.

We would request that the State provides further clarity on tech stack expectation. When we asked our question about tech preferences, the State said "none." But a subsequent question was submitted about open source technologies (ex. Java, PHP) and the State said "no." We would point out that .net even became Open Source in the past few years. The examples provided here are all best-in-class technologies for highly secure development.

Answer: Agency was misinformed of the acceptability of open source technologies for State agency utilization and will accept any proposed software/tech stack that abides by the State of Oklahoma Information Security Policies, Procedures and Guidelines. Agency has no preference regarding a software/tech stack; but expects Bidder to propose the most optimal stack they believe should be used to fulfil the specifications and requirements of this RFP. Please visit: <https://www.ok.gov/cio/documents/InfoSecPPG.pdf> for the State of Oklahoma Information Security Policies, Procedures and Guidelines that apply to this solicitation.

Bids take time, and while we understand that the State does not wish to provide a precise budget range, the reticence to respond to certain questions gives us pause. We do want some assurance that the State's expectations are in line with the realities of what is being

requested (from all appearances). Is the State prepared to bear costs upwards of \$300k for this project?

Answer: Agency's expectation is that Bidder propose the most competitive price possible to perform requests asked of Bidder in this RFP; in line with the specifications and requirements set forth.

15) Is the State open to having the online software platform be designed, developed, implemented, managed and scaled by a combination of US based and off-shore (wholly owned subsidiary) team hierarchy?

Answer: Please visit the following link to learn more about the acceptability of an Oklahoma state agency utilizing products of off-shore teams:
<https://omes.ok.gov/services/information-services/policy-standards-publications>

Hey Tariq, See page 4 of Attachment D (page 54 total) Section 5.

"No offshore services are provided for under the Contract. State data shall not be used or accessed internationally for troubleshooting or any other use not specifically provided for herein without the prior written permission, which may be withheld in the State's sole discretion, from the appropriate authorized representative of the State. Notwithstanding the above, back office administrative functions of the Supplier may be located offshore and the follow-the-sun support model may be used by the Supplier to the extent allowed by law applicable to any Customer data being accessed or used."

1. How would OMES rate themselves in terms of process maturity?
2. What is the current ITSM solution in place at OMES?
3. Is there a need to migrate historical data from the current ITSM solution?
4. How is technology training typically conducted? Is it typically classroom, via CBT or some combination?
5. Approximately how many services would be presented and offered as part of the catalog?
6. Does the ITSM solution need to be localized to multiple languages? If so, which languages?
7. Are SLAs established for incident management with proactive management activities to prevent breaching on SLA?
8. Are there established KPIs for measuring and managing incident, problem and change management effectiveness?
9. Does the look and feel of the self-service portal need to match other portals so that transitions to / from different portals are as seamless as possible?
10. Are their branding and style guides that should be adhered to as part of this solution?
11. What is the current state of CMDB data? Are there good data sources to integrate with the ITSM solution to keep a current and accurate set of configuration data?
12. What is the standard web browser expected for this solution? Which browsers are supported?
 1. What is the single sign-on solution used at OMES? (such as ADFS or Shibboleth)
Does this solution support SAML?

2. Are there Webservice interfaces available for PeopleSoft HCM for the ITSM solution to use for querying and extracting people data?
3. Is the plan to break the process areas into phased releases or do a big bang on all process areas? If there are phases, have the specific phase releases been identified and planned?
4. What customer center software is being used?
5. Is there existing knowledge content to load into the new ITSM solution? If so, approximately how many articles would be imported?
6. Is there a preferred project methodology to use for this project? For example: Agile, Waterfall, Hybrid?
7. Are there communicated timelines or due dates for this project?

Cinnamon Alexander

1. How would OMES rate themselves in terms of process maturity?
 - Answer: Question not in direct contact with request.
2. What is the current ITSM solution in place at OMES?
 - Answer: Please visit the following link:
<https://omes.ok.gov/services/information-services/policy-standards-publications>
3. Is there a need to migrate historical data from the current ITSM solution?
 - Answer: Please visit the following link:
<https://omes.ok.gov/services/information-services/policy-standards-publications>
4. How is technology training typically conducted? Is it typically classroom, via CBT or some combination?
 - Answer: Technology training is typically conducted in the most efficient and convenient manner possible at the time.
5. Approximately how many services would be presented and offered as part of the catalog?
 - Answer: This answer cannot be determined at this time. It is the Agency's expectation that there will be several services included in the application.
6. Does the ITSM solution need to be localized to multiple languages? If so, which languages?
 - Answer: Multi-lingual functionality is not an initial requirement but may add value to the overall product concept.

7. Are SLAs established for incident management with proactive management activities to prevent breaching on SLA?

- Answer: Please visit the following link:

<https://omes.ok.gov/services/information-services/policy-standards-publications>

8. Are there established KPIs for measuring and managing incident, problem and change management effectiveness?

- Answer: Please visit the following link:

<https://omes.ok.gov/services/information-services/policy-standards-publications>

9. Does the look and feel of the self-service portal need to match other portals so that transitions to / from different portals are as seamless as possible?

- Answer: While this is not a requirement it may add value to the over proposal of Bidder.

10. Are their branding and style guides that should be adhered to as part of this solution?

- Answer: Yes; State of Oklahoma Brand Standards and Guidelines can be found here: <https://branding.ok.gov/>

11. What is the current state of CMDB data? Are there good data sources to integrate with the ITSM solution to keep a current and accurate set of configuration data?

- Answer: visit the following link: <https://omes.ok.gov/services/information-services/policy-standards-publications>

12. What is the standard web browser expected for this solution? Which browsers are supported?

1. What is the single sign-on solution used at OMES? (such as ADFS or Shibboleth) Does this solution support SAML?

- Answer: Please visit the following link:

<https://omes.ok.gov/services/information-services/policy-standards-publications>

13. Are there Web Service interfaces available for PeopleSoft HCM for the ITSM solution to use for querying and extracting people data?

Answer: Please visit the following link: <https://omes.ok.gov/services/information-services/policy-standards-publications>

14. Is the plan to break the process areas into phased releases or do a big bang on all process areas? If there are phases, have the specific phase releases been identified and planned?

Answer: It is Agency's expectation that the referred to plan and specific phases (if necessary) are identified and explained as part of Bidder's proposal.

15. What customer center software is being used?

Answer: please visit the following link: <https://omes.ok.gov/services/information-services/policy-standards-publications>

16. Is there existing knowledge content to load into the new ITSM solution? If so, approximately how many articles would be imported?

Answer: It is Agency's expectation that Bidder can identify relevant, existing, publicly accessible data/content that can be loaded into their proposed solution and can demonstrate that in Bidder's proposed solution.

17. Is there a preferred project methodology to use for this project? For example: Agile, Waterfall, Hybrid?

Answer: No.

18. Are there communicated timelines or due dates for this project?

Answer: The expectation is that Bidder will produce a fully-functioning, client-facing, live application; prepared to begin Vendor on-boarding within 30-60 days of contract execution.